



**HEADQUARTERS
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ADVISORY

STAFF UPDATE: COVID-19

As we continue to observe the recommended best practices in an effort to slow the spread of COVID-19 while providing an essential service to our valued customers, the Post and Telecommunications Department takes this opportunity to extend sincerest gratitude to our dedicated staff for their commitment in delivering superior service to our customers, especially at this time.

We wish to reassure all team members that we remain resolute in taking the necessary steps to providing a safe work environment. To this end we have equipped team members with personal protective equipment, provided the necessary resources and employed the appropriate strategies to mitigate against the spread of this virus.

To date, the Department has procured and distributed an increased quantity of supplies such as cleaning agents, hand sanitizers, face masks, gloves, work coats and social distancing floor markers. We have implemented a work from home and shift system, staggered our workforce, adjusted our opening hours and scaled back on some of our service offerings. As part of our crowd management strategy, we have implemented an alphabetic system for PATH beneficiaries while offering more dates for both PATH and Pension personnel to collect their particulars. Customers are also encouraged to contact us digitally for assistance where possible, rather than leaving their homes to visit the Post Office. Additionally, we have ramped up our communication efforts in an attempt to keep both our staff and the public informed of the latest updates from the Department via new and traditional media.

We continue to sensitize and urge team members to follow the established safety protocols and adhere to the recommendations from the Ministry of Health and Wellness and by extension, the Government of Jamaica as we fight to contain the spread of COVID-19 and flatten the curve. Please remember to practice proper hygiene and maintain social distance of at least three feet from other persons. Individuals displaying flu-like symptoms are encouraged to self-isolate and seek the necessary medical attention by calling 888-ONE LOVE (663-5683). **DO NOT GO IN PUBLIC.**

The Post and Telecommunications Department wishes for all our team members and their families to continue to stay safe.

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